AHCCCS Contractor Desktop Relating to TPL Master Carrier ID Table/Values (PMMIS RF563)

1. Overview

AHCCCS has completed a process improvement project to add efficiency to the required Health Plan (Contractor) reporting of TPL Commercial Carrier coverage information. Plans may use either the batch lead file submission process or enter leads directly into the HMS (the AHCCCS TPL verification Vendor) Referral Database (REFDB). In either instance, the Contractor must select/transmit a MCID number (carrier ID a.k.a. carrier code) from the MCID table as identification of the insurance carrier. That table has been updated to reduce redundant Commercial Carrier MCIDs to make selection easier when adding new TPL entries. Active MCID numbers have been reduced from over 4000 to less than 700.

The MCID number is part of the **key** for adding new member TPL leads and updating of already verified TPL records in AHCCCS PMMIS RP155 table. The new batch file layout requires MCID (carrier code) and sequence number in order to update any previously verified TPL record.

2. AHCCCS MCID Table Function

The Contractor can request access for appropriate COB/TPL staff to PMMIS RF 562 and 563. These are the reference system displays related to Commercial TPL Carrier information used to assist in verification of TPL coverage for AHCCCS members. (See inserts for screen examples). **NOTE**: These displays only show MCID s in "active" status. 'Inactive' status records are suppressed.

Whether using AHCCCS Batch File or REFDB entry; the Contractor should use only 'Active" status MCID numbers for all newly added TPL referral records i.e. Batch File or REFDB "ADD" transaction type. **The Contractor staff should NOT select MCID numbers starting with 49xxx. Those numbers and related records are reserved for internal AHCCCS use by Division of Member Services.**

"Inactive" MCID numbers are only appropriate to submit when modifying or submitting coverage TERM Dates for TPL records already in Verified status in RP155. Batch File "CHANGE" or "TERM" transaction types or REFDB "update" transaction type**.**

When submitting a Term date, the Contractor must submit the AHCCCS ID#, sequence # and MCID of the existing verified PMMIS RP155 record in order to match the record and post update; that may require

submitting an inactive MCID number. When the records match, the term date will post and the verified record will be reset to pend status and resubmitted to HMS for term date verification.

See section on AHCCCS MCID Table Weekly Report file below for more information related to Inactive status MCID records.

3. PMMIS TABLES (*only ACTIVE STATUS MCID RECORDS are displayed*)

    a. **RF562** is the look-up/search display extract for finding an active Carrier record: Yellow field are available search keys this shows search on carrier name.

TR: RF562 ACT: I   AHCCCS - REFERENCE   01/16/1

NTR: _____   TPL MASTER CARRIER SEARCH   12:51:1

                          RF05L00

CARRIER NAME: BC/BS OF ARIZON   TII: _   CARRIER ID: _____

   CITY: _____   STATE: __   ZIP: _____

SEL	CARRIER NAME	TII	CAR-ID	CITY	STATE	ZIP
_	BC/BS OF ARIZONA	N	00030	PHOENIX	AZ	85069
_	BC/BS OF ARIZONA	N	10086	PHOENIX	AZ	85011
_	BC/BS OF ARIZONA	N	49568	MESA	AZ	85211
_	BC/BS OF ARIZONA	N	94206	PHOENIX	AZ	85002

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    b. **RF563** displays detail of selected 'S' TPL carrier record:

TR: RF563 ACT: I AHCCCS - REFERENCE 01/16/

NTR: _____ TPL MASTER CARRIER 12:47:

RF05L0

START AT CARRIER ID NUMBER: _____

CARRIER ID: 94206

TRIBAL INS IND: N

NAIC CODE:

CARRIER NAME: BC/BS OF ARIZONA

STREET LINE 1: PO BOX 13466

STREET LINE 2:

CITY: PHOENIX

STATE: AZ ARIZONA

ZIP: 85002

BUSINESS PHONE: (602) 864 - 4400

DATE REC ADDED: 11/09/92   DATE REC LAST MODIFIED: 06/11/10

TIME REC ADDED: 08:58:33   TIME REC LAST MODIFIED: 18:01:45

REC ADDED BY : L46   REC LAST MODIFIED BY : PCG

4. AHCCCS MCID Table Weekly Report file

Contractors are provided a weekly download to AHCCCS SFTP server providing a complete listing of all "active" and 'Inactive" MCID table records. This file is made available so that the Contractor can load or otherwise use this information to enhance their ability to find correct MCID for TPL Lead submissions.

This report file may be found in the Contractor's share info folder on SFTP: **/AZ/SHAREINFO/Reference/PROD/OUT** and is named **RFCARIDMMDDYY.TXT.** It is generated every Friday and is available next day.

Contractors are advised to train COB/TPL staff to correctly use this file**.** Only active status records, excluding "49XXX" entries, are to be used to submit new "ADD" transaction TPL Leads.

When submitting updates to previously validated TPL records, the Contractor should submit the existing TPL record's AHCCCSID#, sequence number, and MCID# to affect the update.

Use Table RP155 to find the existing verified TPL record**. NOTE:** Using the TPL Lead file process the Contractor may only update (insert) **coverage term date** on RP155 records with "V" verified status. If they wish to update/insert (correct) any other field on a previously verified RP155 record they must use HMS REFDB.

5. AHCCCS MCID Table Update Internal Processes

There are two processes used to maintain the AHCCCS PMMIS RF563 TPL Master Carrier ID (MCID) Table:

a. The first process is used by AHCCCS Division of Member Services ALTCS eligibility

   i. Like the Health Plans AHCCCS Division of Member Services (DMS) ALTCS eligibility workers select carrier IDs from a drop down MCID list in order to enter/add TPL coverage information for members (e.g. add RX ,add term date, add coverage). Searching on carrier name, they are looking for exact match on address and phone number on the member's proof of coverage. Unlike the plans, they are not looking for provider inquiry information, but are using member customer service information for their specific eligibility purposes.

      1. The new CID is added using the next unused number from a number list - current sequence is 49xxx.

   ii. Contractors are not to use MCID numbers 49XXX for submitting or entering NEW TPL commercial coverage leads. These numbers contain addressing not suitable for lead verification purposes. All other active number sequences are suitable for New Lead submissions. These other MCIDs are being maintained by HMS and have verified addressing and phone contact information directly related to lead verification processes.

b. The second process is used by HMS (the AHCCCS contracted vendor that accomplishes verification processes for commercial coverage.)

i. HMS submits to AHCCCS a weekly file used to update the RF563 table. That file contains new MCID records and updated addressing and phone information for the existing MCID records.

ii. HMS assigns new MCID records using "9XXXX" series numbering. Their update initials="PCG"

iii. Excluding the "49XXX" series of numbers (those used internally by AHCCCS), the MCID table has been cleaned up to list only one entry for each carrier/per coverage type. These HMS MCIDs have the addressing/phone number needed by HMS for their verification process. Other, duplicative, MCID records have been changed to "Inactive" status and will not show up on PMMIS RF562/563 displays.

    1. The Contractor should now select the carrier code for new TPL records by name and coverage type (indicted in the name) and should find addressing and phone information more relevant to coverage inquires. Selection should be greatly simplified.

    2. All the other inactive numbers have been mapped by HMS to the remaining active numbers. Nomenclature (Carrier Name) does not have to match from your system to AHCCCS PMMIS as the carrier will be identified by carrier code not by name.

iv. "I" = Inactive MCID records may be used only as required when communicating Change or update transactions to existing <u>validated</u> PMMIS RP155 records posted with a now inactive number.

v. If the Contractor needs to have a Commercial Carrier added to the MCID table they are instructed to e-mail their request to ~~kathryn.hart@hms.com~~ cbermudez@hms.com   with relevant Carrier information e.g. name, address, phone, type of coverage.

    1. <u>Do not submit Medicare Advantage Plans, Vision Carriers or Life Insurance carriers</u>. HMS will review to see if a new carrier needs to be added or notify you which existing carrier MCID to use.

    2. <u>Do not submit request to modify address or phone number</u>. You should expect response within 3 weeks, if not received please copy your original e-mail request to Gina.Aker@azahcccs.gov for further AHCCCS assistance.